

## Nunda Township Assessor's Monthly Meeting Report

### Mission Statement

The Nunda Township Assessor's office mission is to administer the township assessment program in a manner that will result in public confidence, we will be diligent in our responsibilities, we will strive to deliver the highest degree of accuracy, productivity as well as fairness, all while continuing to be good financial stewards with the resources the taxpayers have entrusted us with, and always remembering it is the taxpayers we are here to serve.

### Meeting Date

September 8 2016

### Meeting Time

7:00 P.M.

### Location

Nunda Township Town Hall

### Prepared By

Mark S. Dzemske

Nunda Township Assessor

# Mark S. Dzemske C.I.A.O. - M

NUNDA TOWNSHIP ASSESSOR

3510 BAY ROAD

CRYSTAL LAKE, IL 60012

[www.nundatownship.com](http://www.nundatownship.com)

Phone 815-459-6140

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September 7, 2016

Lee Jennings  
Angela Koscavage  
Bill Boltz  
Ed Dvorak  
Karen Tynis  
Mike Shorten

Re: Assessor's Office August Monthly Activity Report

August was a very busy time in assessor's office. The assessment team completed the 30 day assessment publication period which ran from August 1<sup>st</sup> thru August 31<sup>st</sup>. In addition, we began conducting informal reviews of property assessments the week prior to publication which resulted in 38 days of total days for taxpayers to prepare appeals for formal or informal appeals. The assessment office was also staffed for 14 days of extended office hours at no additional cost to the taxpayers, during these 14 days the office was open until 6:00 P.M. which was well received by taxpayers.

The assessment publication period did not come without challenges but I must say your assessment team truly rose to meet them. During the 30 day publication period taxpayers were given the opportunity to work closely with the assessment office and witness the benefits of having local government to work with and being so very accessible. Many of the residents we dealt with during this period expressed how happy they were receiving the assessment teams' help and how nice it was to deal with many issues at the local level.

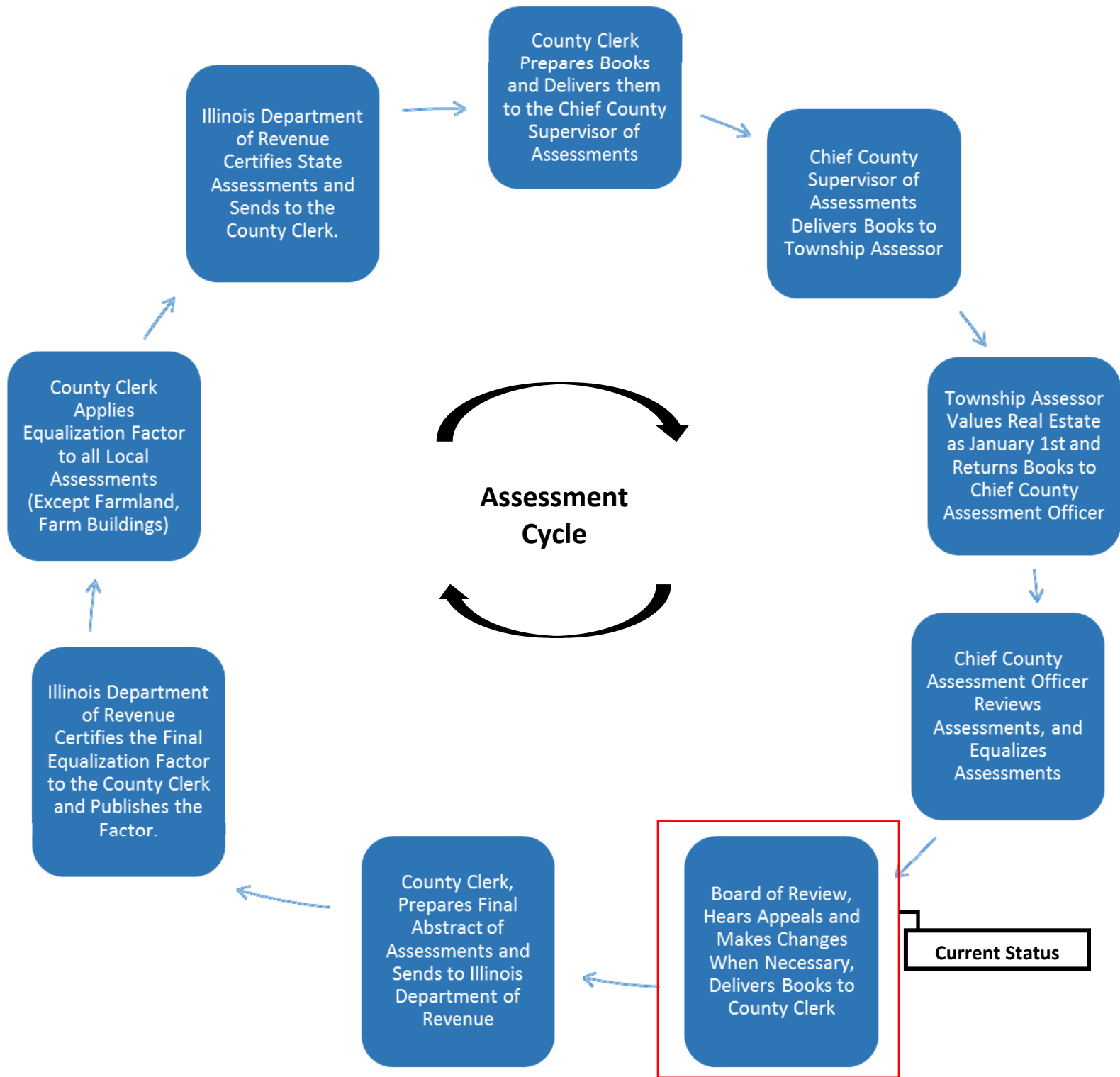
One final note on this matter and certainly not one of least importance is almost 100% of the people we had an opportunity to work with, (be it in person or thru phone contact) would share how the weight of property taxes are severely impacting there quality of life, and truly hoping that a solution to the heavy burden is imminent, as so many families are truly being hurt by the heavy impact.

As we now have completed the 30 days of publication the assessment team will spend time resolving and responding to assessment appeals that have been filed directly with the McHenry County Board of Review. This will be an on-going process that we will attempt to complete in the next 30 days – 60 days.

The data collection team will continue to take advantage of the weather and will spend much of their time in many neighborhoods as we continue to update pictures and records for the impending 2019 general assessment year. In addition, the on-going processing of the numerous building permits, sales data, requests for inspections, exemption applications, etc. will continue to be handled by our support staff and the deputy assessors will continue to monitor the market and extract data from all sources for the purpose of keeping our CAMA system current, based on verified market activity.

In conclusion, as we are much further ahead in the assessment process than we have been in a number of years, I fully expect the assessment office both locally and at the county level to reap many benefits of the hard work put in this year to complete the assessment cycle in such a timely manner. Please feel free to share any questions or concerns with me at any time.

Sincerely,  
*Mark S. Dzemske*  
Nunda Township Assessor  
C.I.A.O. –M



Snapshot of Office Activity Centered Around 2016 Assessment Roll Publication

As you can imagine with the assessment roll publication running officially from August 1<sup>st</sup> thru August 31<sup>st</sup> much of the office activity centered around working with taxpayers, attorneys and taxpayers agents as well as McHenry County Supervisor of Assessments Staff. Listed below is a summary of some of the charted activity.

Week	Phone Calls	Lobby Activity	Totals
Week of August 1 <sup>st</sup> – August 5 <sup>th</sup>	187	72	259
Week of August 8 <sup>th</sup> – August 12 <sup>th</sup>	139	66	205
Week of August 15 <sup>th</sup> – August 19 <sup>th</sup>	115	71	186
Week of August 22 <sup>nd</sup> – August 26 <sup>th</sup>	181	99	280
Week of August 29 <sup>th</sup> – August 31 <sup>st</sup>	97	48	145
<b>Totals</b>	<b>719</b>	<b>356</b>	<b>1,075</b>

Results of 2016 Informal Appeals. (Informal Appeals, an opportunity for taxpayers to work directly with team members concerning their proposed 2016 Equalized Assessments)

Property Types	Number of Reviews
Farms	7
Vacant Land	35
Residential	186
Commercial / Industrial	18
<b>Total Reviews</b>	<b>246</b>

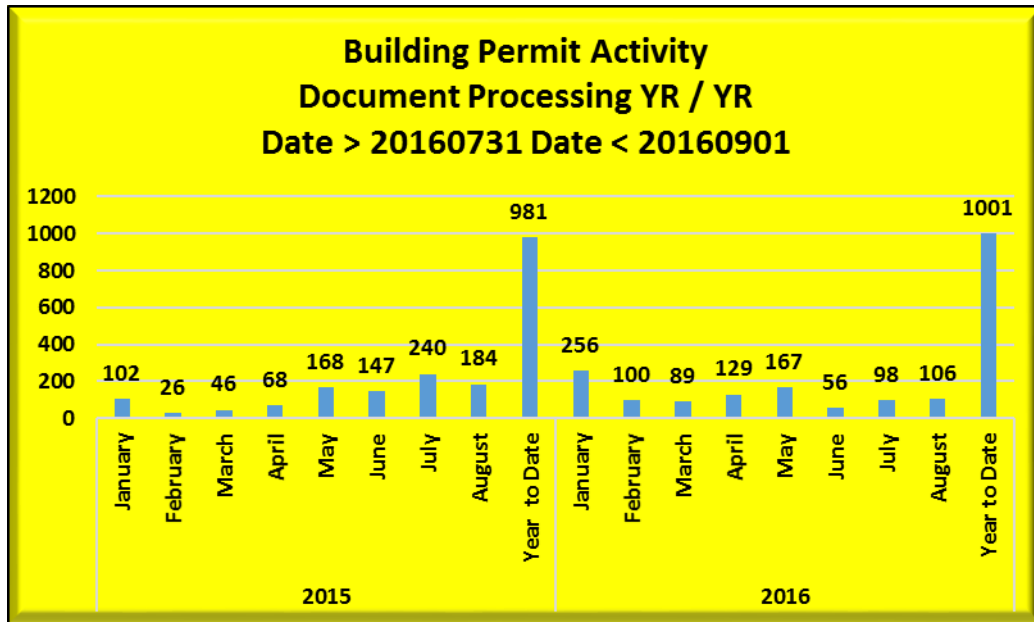
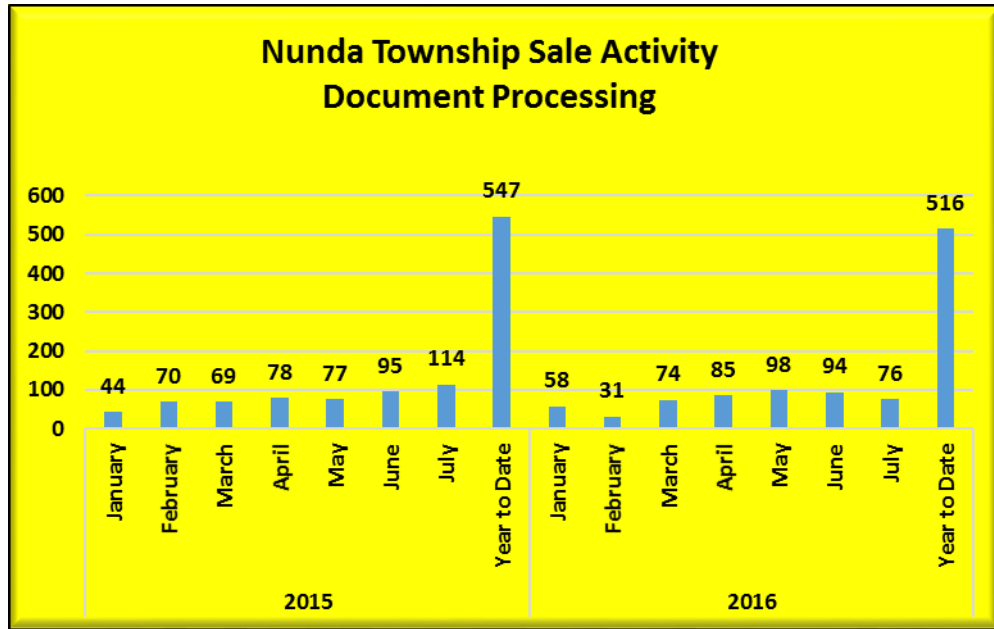
Properties appealed directly with the McHenry County Board of Review as of September 2<sup>nd</sup> 2016

Property Type	Formal Hearing Requested	Non-Hearing Requested
Farms	7	1
Vacant Land	18	8
Residential	137	156
Commercial / Industrial	35	5
<b>Totals</b>	<b>197</b>	<b>170</b>

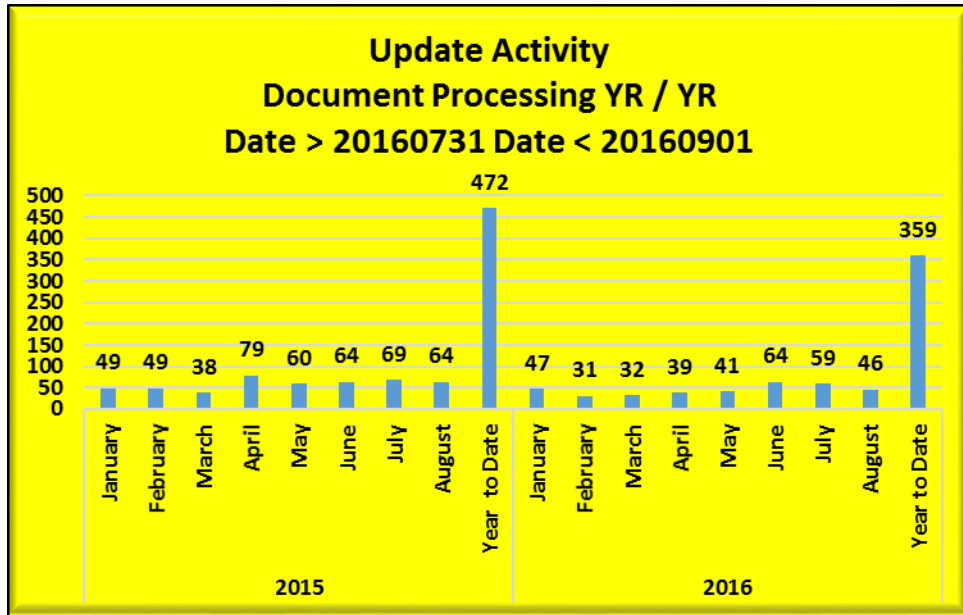
The remaining outstanding 367 appeals will be reviewed and every attempt will be made to resolve these at the township level over the next 30 days. I do expect there will be a need for team members to attend formal hearings which will then push the conclusion of the outstanding appeals into October. This will still leave us months ahead over previous years. (This is an estimate as the time frame is dependent upon scheduling thru the McHenry County Board of Review)

Non – Publication Related Assessment Team Activity

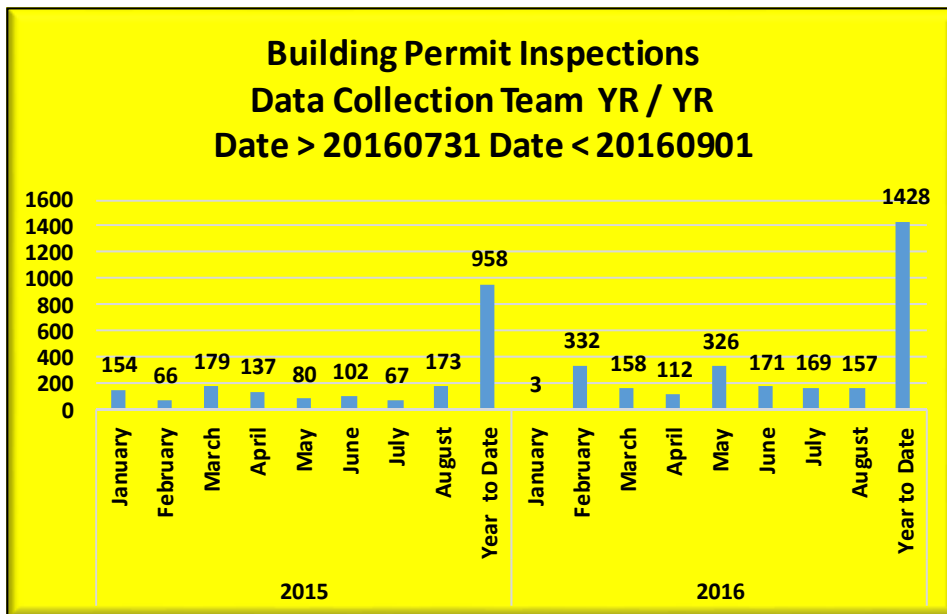
Along with the previously mentioned team activities there are of course the day to day activities that need to be completed. The following charts are meant to give a broad overview of the additional daily activities. In addition, although not a charted activity, the constant maintaining and improvement of our Computer Assisted Mass Appraisal Program (CAMA) takes additional time. There is on-going analysis of Real Estate Market activity that is gathered, reviewed and verified and used for the purposes of modeling our CAMA system against the local Real Estate Market.



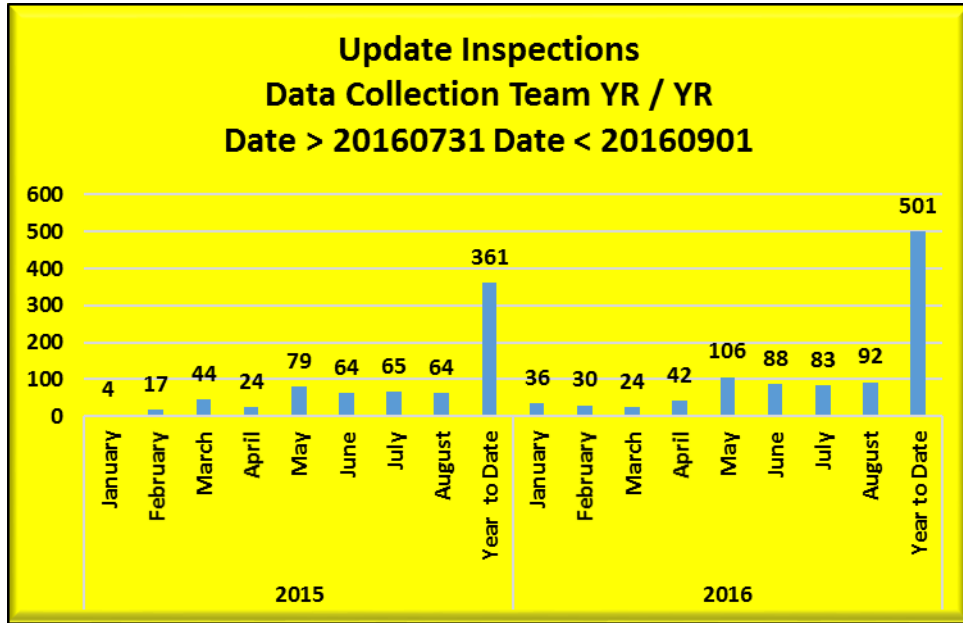
Activities Completed by Office Support Team Members



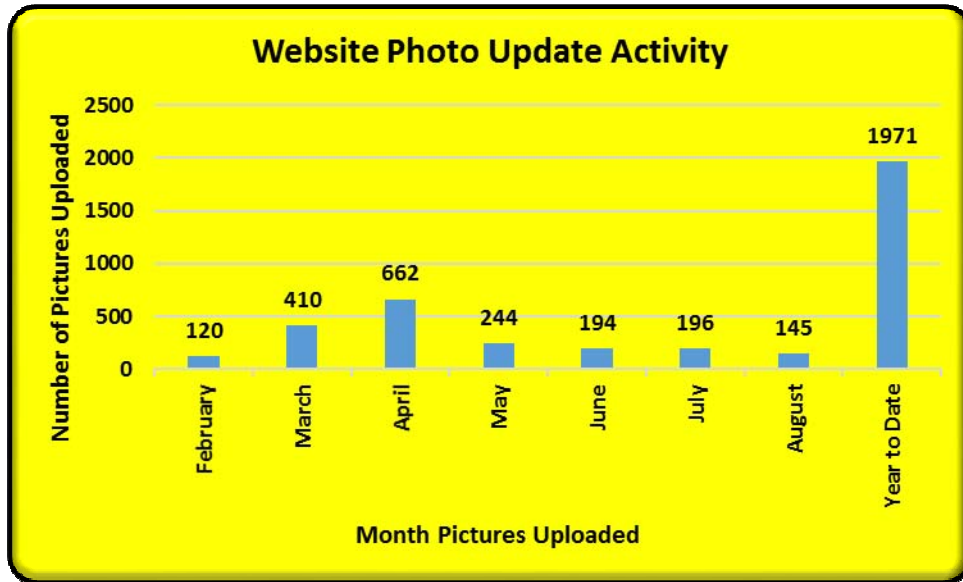
Activities Completed by Office Support  
Team Members



Activities Completed by Data Collection  
Team Members



Activities Completed by Data Collection  
Team Members



## URLs

1 Statistics for **01/Aug/2016 - 31/Aug/2016**, 31 days

URL	▼ Page views	0 - 100 %	Visitors
1 /docs/2015ResidentialSales20160714.pdf	33,310 18.5 %		64
2 /Assessor/LoadParcelsByAddress	19,998 11.1 %		612
3 /docs/2016ResidentialSales20160822.pdf	9,796 5.5 %		39
5 /docs/2016ResidentialSales20160714.pdf	7,793 4.3 %		91
6 /Assessor/Pins	6,624 3.7 %		703
7 /assessor/PinSearch	5,653 3.1 %		989
8 /Assessor/Addresses	5,245 2.9 %		815
9 /assessor/AddressSearch	5,186 2.9 %		936
10 /assessor/propertysearch	4,185 2.3 %		977

The Nunda Township website continues to serve as a great resource for taxpayers etc. It allows users to collect information they are looking for while freeing up team members to focus on additional tasks.

During the month of August web traffic on above listed page views saw increased traffic from +50% to +186%. This increased activity is directly related to taxpayers doing their research related to the 2016 assessment publication.

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## Final Comments

In conclusion, these monthly reports are prepared with the full intention of demonstrating transparency in the operation of the assessment office to the town board and the taxpayers. In addition we are attempting to detail the return on the resources the taxpayers continue to provide for the operation of the township assessor's office. We have attempted to demonstrate this thru the documented productivity, quality of service, availability of quality resources (Staff, Website, etc.) and high quality documented data all provided to the well-deserved taxpayers of Nunda Township.

We all realize the property assessment work done by your township is probably not the most popular service that is provided, however it is very important. Every person in the township is effected by property assessments. People outside of the township are also effected by the work done by your township assessor's office.

As I had mentioned on the opening page of this report the publication period had presented us with challenges. During any year, assessment publications come with their own sets of challenges, (even in the best of times). I also mentioned your Nunda Township Assessment Team rose to meet those challenges. I am very proud of the work our team turned in during the publication period.

I would like to share with you some of the formal comments the team has received to date (see the following pages). In addition listed below are the members of your Nunda Township Assessment Team as well as their position and employment status.

Deputy Assessors / Full Time	Data Collectors / Full Time	Support Staff / Full Time	Support Staff / Part Time
Karen Sawyer C.I.A.O. (Team Leader)	Mary Vaverek (Team Leader)	Lisa Wyse	Judy Clouse
Kristin Carlson	Kelli Friedlund		

Date 8/24/16

Nunda Township Assessor  
3510 Bay Road, Crystal Lake, IL 60012  
(815) 459-6140

[assessor@nundatowship.com](mailto:assessor@nundatowship.com)

Feedback and Suggestions

	Yes	No
Courteous	X	
Friendly	X	
Helpful	X	
Knowledgeable	X	
Polite	X	
Answer Concern	X	

What did we do really well?

*Everything!*

What can we do to be even better?

Comment Card  
From;  
Marcy N.  
Of McHenry

Date 7-11-16

Nunda Township Assessor  
3510 Bay Road, Crystal Lake, IL 60012  
(815) 459-6140

[assessor@nundatowship.com](mailto:assessor@nundatowship.com)

Feedback and Suggestions

	Yes	No
Courteous	X	
Friendly	X	
Helpful	X	
Knowledgeable	X	
Polite	X	
Answer Concern	X	

What did we do really well?

Comment Card  
From;  
Gary S.  
Crystal Lake

What can we do to be even better?

Date 8-30-16

Nunda Township Assessor  
3510 Bay Road, Crystal Lake, IL 60012  
(815) 459-6140

[assessor@nundatowship.com](mailto:assessor@nundatowship.com)

Feedback and Suggestions

	Yes	No
Courteous	X	
Friendly	X	
Helpful	X	
Knowledgeable	X	
Polite	X	
Answer Concern	X	

What did we do really well?

*Everything was above  
what I was expecting!  
Thank you!*

What can we do to be even better?

Comment Card  
From;  
Pamela P.  
Of McHenry

Date 6-14-16

Nunda Township Assessor  
3510 Bay Road, Crystal Lake, IL 60012  
(815) 459-6140  
[assessor@nundatownship.com](mailto:assessor@nundatownship.com)

Feedback and Suggestions

	Yes	No
Courteous	✓	
Friendly	✓	
Helpful	✓	
Knowledgeable	✓	
Polite	✓	
Answer Concern	✓	

Comment Card  
From;  
Charlene S.  
Of McHenry

What did we do really well?

*Lisa is very knowledgeable and supportive. - Also very professional  
Thank you.*

What can we do to be even better?

*[Signature]*

Date 6-8-16

Nunda Township Assessor  
3510 Bay Road, Crystal Lake, IL 60012  
(815) 459-6140  
[assessor@nundatownship.com](mailto:assessor@nundatownship.com)

Feedback and Suggestions

Comment Card  
From;  
Elaine & Tom  
Of Crystal Lake

	Yes	No
Courteous	✓	
Friendly	✓	
Helpful	✓	
Knowledgeable	✓	
Polite	✓	
Answer Concern	✓	

What did we do really well?

*Yes very helpful  
all times we were here*

What can we do to be even better?